DEVELOPING NEW HABITS - PRACTICE SHEET

LISTENING

(1) Describing The Strategy The Person Is Using

☐ Able to "freeze a frame" ☐ Video camera perspective ☐ Direct quote ☐ No moralistic judgments	Challenging Strategy Description: **"When I see / hear you …"**

(2) Identifying How The Person Is Feeling

☐ Words on feeling lists ☐ Based on what we see & hear ☐ Respectful & logical guess	**"Are you feeling…?"**

(3) Honoring The Feedback The Person Is Offering

☐ Are needs met or not?
☐ How helpful are we?
   -   Quality of the relationship…
   -   Enthusiastically embracing what…
	☺ ☐ Needs **_ARE_** met ☹ ☐ Needs **_ARE NOT_** met

(4) Identifying What The Person Is Needing

☐ Words on needs list ☐ Based on what we see & hear ☐ Respectful & logical guess	**"Because you have a need for…?"**

(5) Separating Preference(s) & Request(s)

☐ Describes accurately (*how, who, when & what*) the person is hoping will happen in order to get their needs met	*Preference(s):*
☐ Describes what the person receiving the request, can do/say or stop doing/saying in order to be most helpful with the person at that moment	*Request(s):*

RESPONDING

(6) Developing New Agreements

☐ Person's perspective (problem & solution) ☐ Matches preference & request ☐ Everyone's needs are met ☐ Enthusiastic response (person) ☐ Considers possible risks	*Joining:*
	Partnering:

(13) Empathy Energy

☐ Empathy Energy	☐ Moralistic Judgment Energy

PD CS
Person Driven Clinical Solutions